

ABSTRACT

A method of and system for troubleshooting a first computer system using a second computer system having a processor and a memory storing an electronic document including troubleshooting information and storing a set of troubleshooting commands for execution by the first computer system is described. The troubleshooting command set is related to the troubleshooting information contained in the electronic document. A method of generating an electronic document including troubleshooting information and a set of troubleshooting commands for execution by a first computer system is also described.